

Section 5 Responsibilities of Authorized e-file Providers

5.1 General Information

The FTB follows the e-file Program requirements found in IRS Pub. 1345 and in IRS Revenue Procedure 2000-31, to the extent that they apply to FTB's e-file Program.

You must adhere to the requirements for timely origination and transmission of tax returns as well as retrieve and provide taxpayers with return acknowledgements in a timely manner. If you transact with other e-file providers, you must make sure they are Authorized FTB e-file Providers. Contact the e-Programs Customer Service Unit for verification.

Returns acknowledged as **“rejected”** are considered **not filed**. You must correct the errors and retransmit the return in order to complete the filing of the return. For help with rejected returns, contact your Transmitter or the e-Programs Customer Service Unit for assistance. Your clients should not contact the e-Programs Customer Service Unit directly. If you are unable to resolve the errors and resubmit the return, you must take reasonable steps to notify the taxpayer with an explanation of the rejection within 24 hours. The taxpayer can choose to have the electronic portion of the return corrected and resubmitted, or can file a paper return.

Note: For individual e-file returns, if the taxpayer chooses to file a paper return, we suggest that they sign the *e-file Opt-Out Record for Individuals* (FTB 8454). California law requires individual income tax returns prepared by certain income tax preparers to be e-filed unless the taxpayer elects not to e-file or the tax preparer cannot e-file the return due to reasonable cause.

The taxpayer must be allowed to review their completed tax return before signing the return. Also, the return must be signed before you transmit it to the FTB. Refer to FTB Pub. 1345A, *Individual e-file Handbook Supplement* and FTB Pub. 1345B, *Business e-file Handbook for Authorized e-file Providers of California Business Returns* for signature requirements and options. You should always retain copies of all material furnished to the taxpayer. Any material exchanged or retained by the taxpayer or preparer can be exchanged electronically, provided copies of documents or information can be provided upon request.

You must comply with all the latest publications, forms, and notices governing the e-file Program. These include:

- California Revenue and Taxation Code Sections 18621.9 and 19170.
- FTB Pub. 1345, *e-file Handbook for Authorized e-file Providers*
- FTB Pub. 1345A, *Handbook Supplement for Authorized e-file Providers of California Individual Income Tax Returns*
- FTB Pub. 1345B, *Business e-file Handbook for Authorized e-file Providers of California Business Returns*
- FTB Pub. 1346, *e-file Specifications and Record Layouts for California Individual Income Tax Returns* (if you are a Software Developer or Transmitter)
- FTB Pub. 1346B, *Business e-file Guide for Software Developers and Transmitters*
- FTB Pub. 1436, *Test Package for e-file of California Individual Income Tax Returns* (if you are a Software Developer or Transmitter)
- FTB Pub. 1436B, *Test Package for e-file of California Business Tax Returns* (if you are a Software Developer or Transmitter)
- Form FTB 8453, *California e-file Return Authorization for Individuals*
- Form FTB 8453-C, *California e-file Return Authorization for Corporations*
- Form FTB 8453-LLC, *California e-file Return Authorization for Limited Liability Companies*
- Form FTB 8453-P, *California e-file Return Authorization for Partnerships*
- Form FTB 8633, *California e-file Program Participant Enrollment Form*
- Form FTB 8879, *California e-file Signature Authorization for Individuals*
- Postings to our Website: www.ftb.ca.gov
- The IRS e-file Program requirements, to the extent they apply to the California program.

5.2 Advertising Standards

Participants in California's e-file Program must comply with the advertising standards specified in IRS Pub. 1345. We will monitor advertising and practices of Authorized FTB e-file Providers for consistency with the IRS requirements.

Note: Use of "Franchise Tax Board" or "FTB," within a firm's name may result in suspension from California's e-file Program.